**iGROW COACHING FORM**

|  |  |
| --- | --- |
|  Full Name: Gypsy Angel Ferraren  | Date: July 19, 2021  |
|  Employee No.: 1564 |  Immediate Supervisor: Lady Mae Lao  |

**Issue / Goal** - What is the issue and goal of the coaching session?

|  |
| --- |
| Agent wasn’t able to reach the monthly quota for the month of June  |
| **TOTAL**  | **QUOTA**  | **AVE**  |  |
| 743 |   |   |
| 865  |   |   |
|  1608 | 1650  | 97%  |
|   |

**Reality / Options** – Root Cause Analysis and Agent’s Feedback

|  |
| --- |
| Our warehouse doesn’t have enough orders.  |
|    |

**Way Forward** – Action Plan and Setting Proper Expectations

|  |
| --- |
| Ask and inform my team lead ahead of time to let her know and so she could send me orders to work to.  Set proper expectations that next time that the agent commits the same offense stated above. This will be dealt accordingly.  |

|  |  |
| --- | --- |
| Employee Signature:  | Date: July 19 2021  |
| A picture containing text  Description automatically generatedSupervisor Signature:  | Date: July 19, 2021  |